GFI Product Manual

GFI MailArchiver™

Outlook Connector User Manual

GFI™

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1 Introduction

1.1 About GFI MailArchiver

GFI MailArchiver is a powerful yet easy-to-use email archiving solution. With GFI MailArchiver, you can archive all internal and external email into a central archive store. You can then easily manage the email archive stores from the web-based configuration of GFI MailArchiver. If you want to, you can also allow users to browse and search past emails via the web-based browse and search interface.

1.2 About GFI MailArchiver Outlook Connector

The GFI MailArchiver Outlook Connector is a plug-in that synchronizes GFI MailArchiver with Microsoft Outlook. The GFI MailArchiver Outlook Connector enables users to see the email messages archived by GFI MailArchiver in Microsoft Outlook. Archived emails are displayed in Microsoft Outlook in an organized folder structure, identical to that in the user's mailbox.

Mailbox folder structure retrieval must be enabled in GFI MailArchiver for GFI MailArchiver Outlook Connector to display emails with the folder structure identical to the user's mailbox.

2 Using the GFI MailArchiver Outlook Connector

When GFI MailArchiver Outlook Connector is installed, it will automatically register itself in Microsoft Outlook. Microsoft Outlook will automatically attempt to connect to GFI MailArchiver using the URL specified during installation. Synchronization with GFI MailArchiver takes place automatically at a specified time interval, or manually using the Outlook Connector status toolbar.

The GFI MailArchiver Outlook Connector will automatically add the folder **GFI MailArchiver Mailbox** in the Microsoft Outlook folder list. By default only one mailbox will be available (the mailbox of the logged on user), however other mailboxes can be added later.

A toolbar is displayed, showing the status of synchronization with the GFI MailArchiver server.

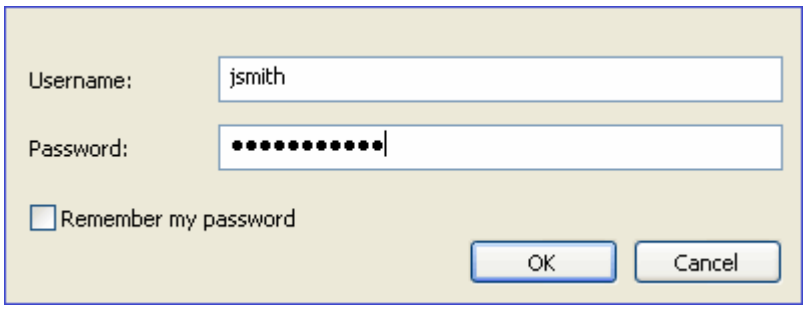
By default GFI MailArchiver Outlook Connector synchronizes and displays emails sent and received within the last 365 days. For more information on how to configure the number of days to synchronize refer to: http://kbase.gfi.com/showarticle.asp?id=KBID001934

2.1 Launching the GFI MailArchiver Outlook Connector

The GFI MailArchiver Outlook Connector is launched automatically.

1. Open Microsoft Outlook.

2. At startup, the GFI MailArchiver Outlook Connector will automatically try to connect to the user credentials provided.



Screenshot 1 – Enter authentication details

3. If at startup the authentication fails, the user is asked to enter the username and password.

2.2 The GFI MailArchiver Outlook Connector Mailbox

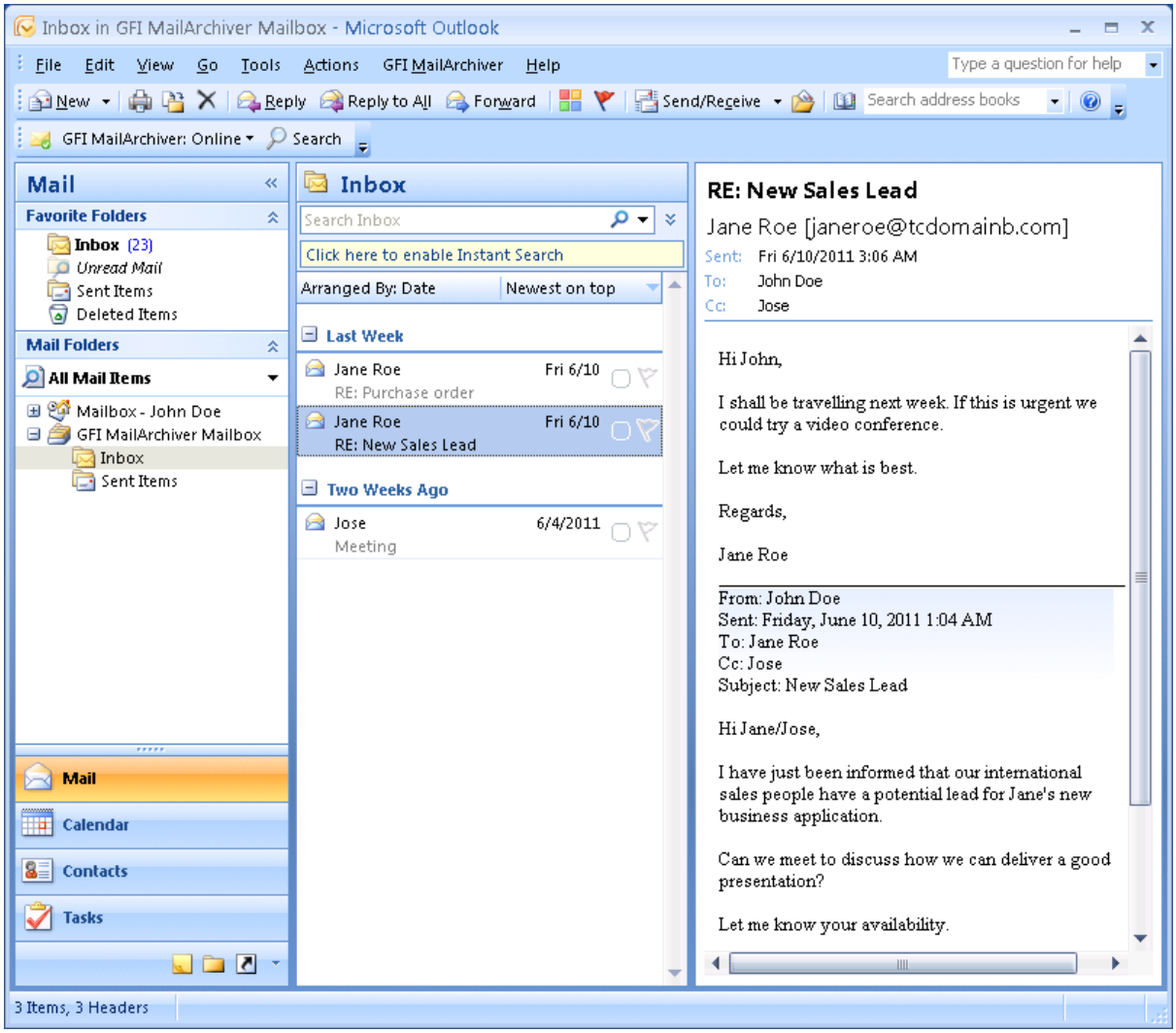
When the GFI MailArchiver Outlook Connector is installed, it automatically deploys a new mailbox in the Folder List of Microsoft Outlook named GFI MailArchiver Mailbox.

2.2.1 Email Folders

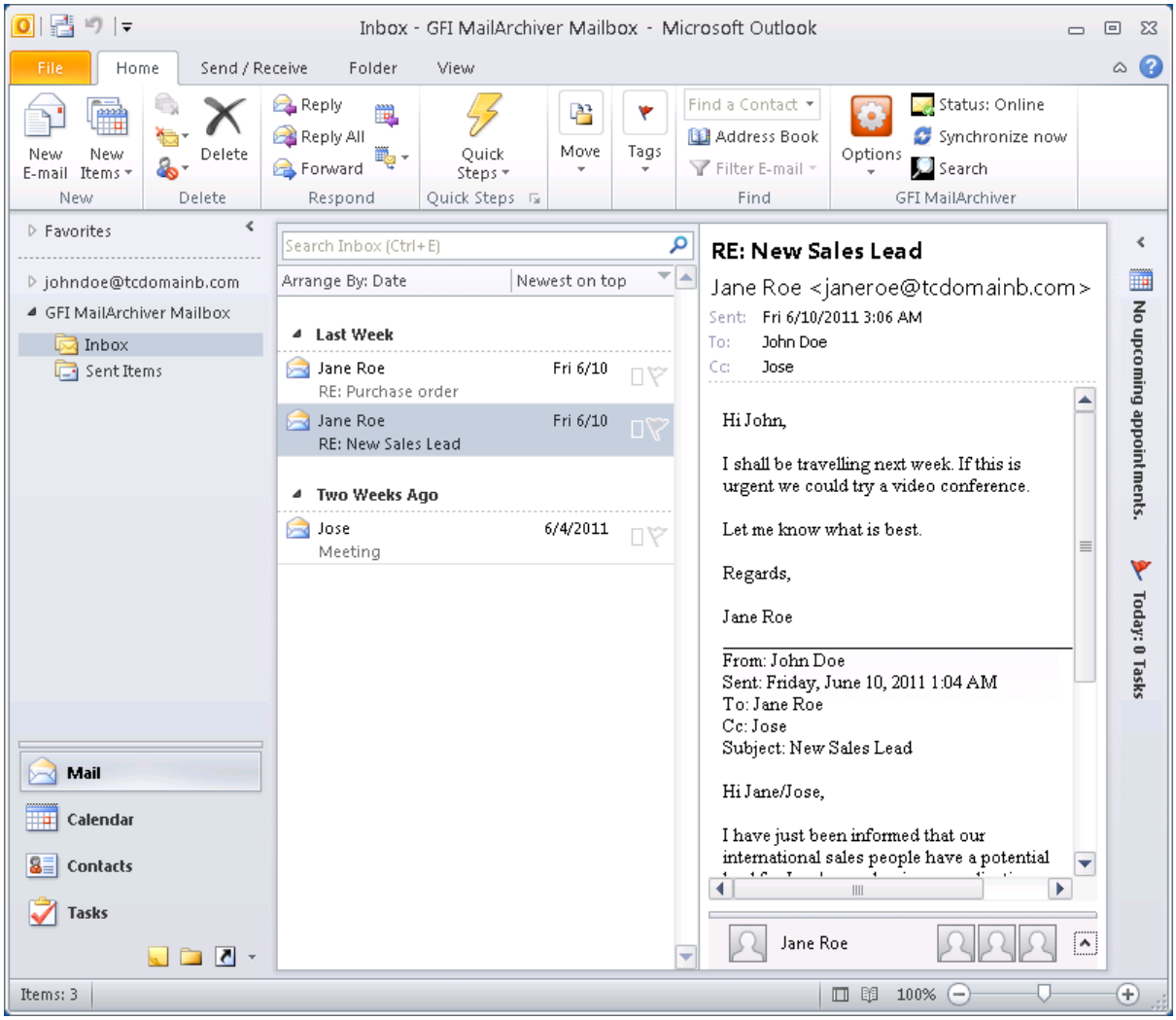
The archive of emails in the GFI MailArchiver Mailbox consists of the structure of email folders in the Microsoft Outlook mail folder. Normally this includes the Inbox and its sub-folders, sent items and any other email folder.

Mailbox folder structure retrieval must be enabled in GFI MailArchiver for GFI MailArchiver Outlook Connector to display emails with the folder structure identical to the user's mailbox.

Email headers are displayed in their appropriate folder. When an email header is selected this is retrieved from the GFI MailArchiver server and displayed in the Microsoft Outlook reading pane. By default, the number of email headers stored is 100,000 but this number can be set as shown in the Maximum Number of Emails in Local Cache chapter.



Screenshot 2 – Office 2003/2005/2007: Emails in the Outlook Connector inbox



Screenshot 3 - Office 2010: Emails in the Outlook Connector inbox

2.2.2 Search

GFI MailArchiver Outlook Connector enables the user to search in the archived mailbox for emails. On selecting **Search** button, Microsoft Outlook connects with the GFI MailArchiver server and loads the search page in a separate window.

1. Select **Search**.

The **Search** button in Microsoft Outlook 2010 is accessible in the GFI MailArchiver tab on the ribbon. In previous version of Microsoft Outlook, it is located in the GFI MailArchiver Outlook Connector Status toolbar.

By default, GFI MailArchiver displays the simple search interface that enables you to search for text within emails.

2. Key in the text to search for in the **Search all archived emails for user** text box.

Use of wildcards is allowed as follows:

» **?** - Matches any single character.

» Matches any string of characters.

For example:

To search for emails containing the word 'Swiss', you can type 'sw??s' or 'sw*s' in the **Search for** box.

3. Select a date range from the **Search through emails from** list

4. <Optional> If you are logged in with a user account that has access to other user accounts, the simple search will, by default, search through your emails only.

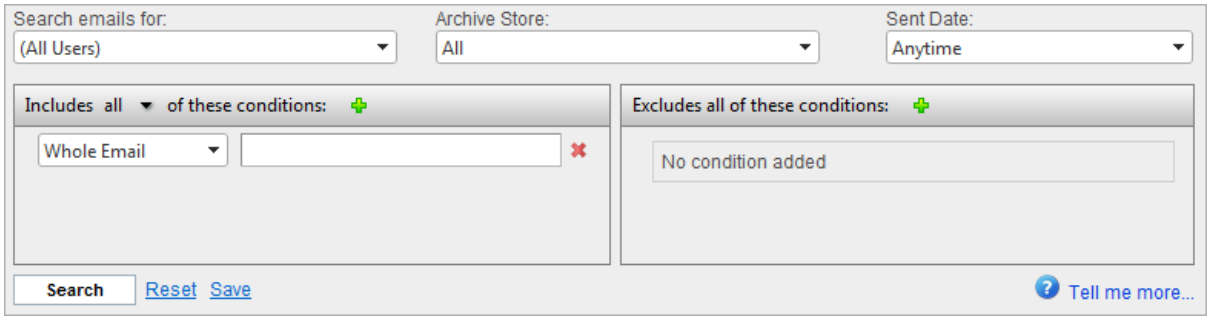
5. Click .

Emails that match the search query specified are displayed below the **Search** area. GFI MailArchiver displays up to 25 emails per page. If more than 25 emails matched the search query, GFI MailArchiver will spread the emails out on separate pages.

To navigate through the search results pages, click on the page links provided.

2.2.3 Advanced Search

Click to access the advanced search feature.



Screenshot 4 - Advanced Search Options

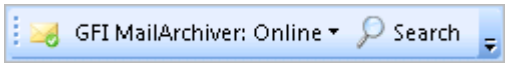
2. In the **Advanced Search Options** area, use the features described in Table 1 below to perform an advanced search.

Table 1 - Advanced Search options

OPTION	DESCRIPTION
Archive Store	Defines the Archive Store where the search will be performed. Select one or more Archive Stores from the available list of Archive Stores.
Sent date	Defines the date when the email to search for was sent.
Includes and/any	Defines whether to display emails that match all conditions or emails that match any of the conditions. From the drop-down list select: » **Any** – Displays emails that match at least one of the conditions specified. » **And** – Displays emails that meet all the conditions specified.

3 Monitoring Outlook Connector

3.1 The Status Toolbar (Microsoft Outlook 2000/3/7 only)



Screenshot 5 – Outlook Connector status toolbar

The status of GFI MailArchiver Outlook Connector is displayed in the **GFI MailArchiver Outlook Connector Status toolbar**. The GFI MailArchiver status is either Online, Offline or Synchronizing.

The toolbar option is available only after Microsoft Outlook is first restarted.

A quick view icon indicates the status of synchronization:

- The GFI MailArchiver server is online and no error occurred during synchronization.
- The GFI MailArchiver server is online but an error occurred during synchronization.
- An error occurred when trying to connect to the GFI MailArchiver server.
- GFI MailArchiver Outlook Connector is manually set to work offline.

To initiate synchronization manually, click the GFI MailArchiver toolbar and select **Synchronize now**.

3.2 The Outlook Connector Ribbon Tab (Microsoft Outlook 2010 Only)

In Microsoft Outlook 2010, the GFI MailArchiver Outlook Connector status is displayed in the Microsoft Outlook ribbon in the **Home** tab.

The GFI MailArchiver options are available only after Microsoft Outlook is first restarted.

A quick view icon indicates the status of synchronization:

- The GFI MailArchiver server is online and no error occurred during synchronization.
- The GFI MailArchiver server is online but an error occurred during synchronization.
- An error occurred when trying to connect to the GFI MailArchiver server.
- GFI MailArchiver Outlook Connector is manually set to work offline.

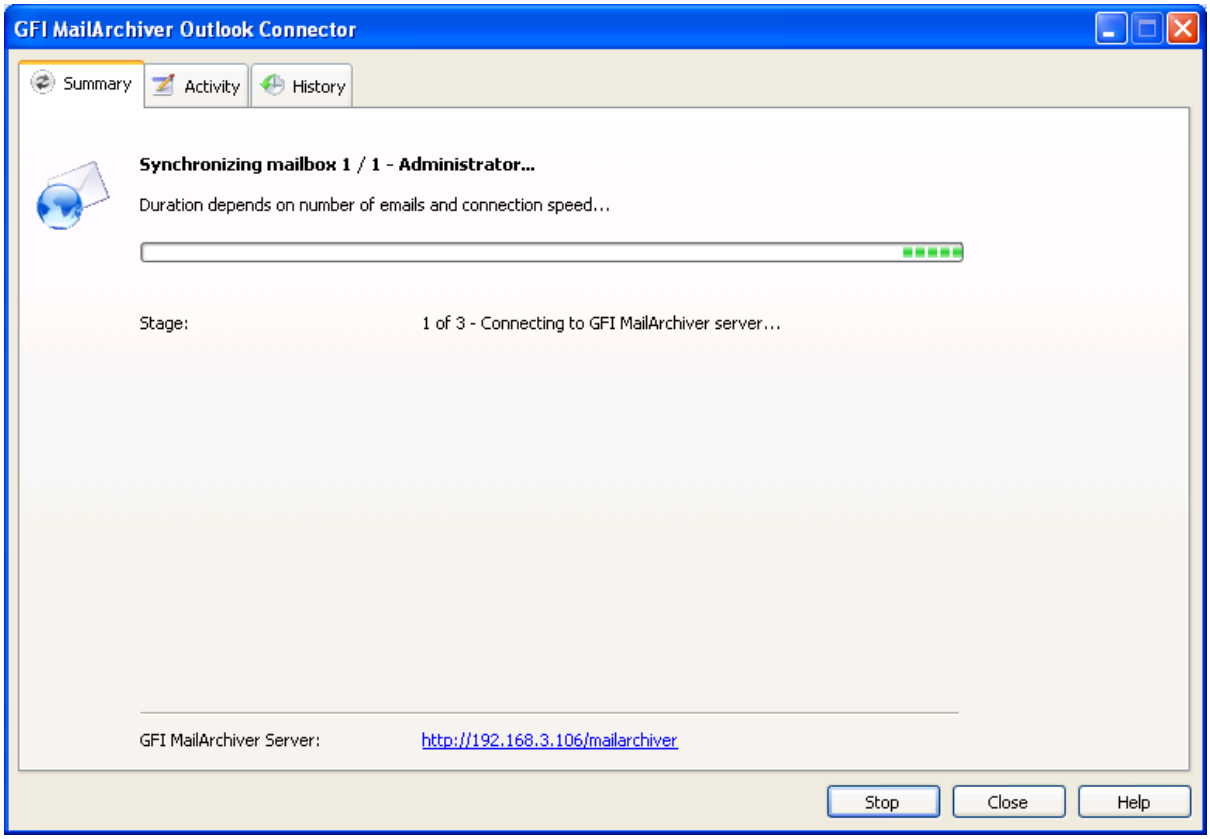
To initiate synchronization manually, click **Synchronize now**.

3.3 Monitoring Synchronization

To monitor the progress of synchronization:

» Microsoft Outlook 2000/3/7: Click the GFI MailArchiver toolbar and from the drop down list select **View Status**.

» Microsoft Outlook 2010: Click **Status** option.



Screenshot 6 – Synchronization Progress

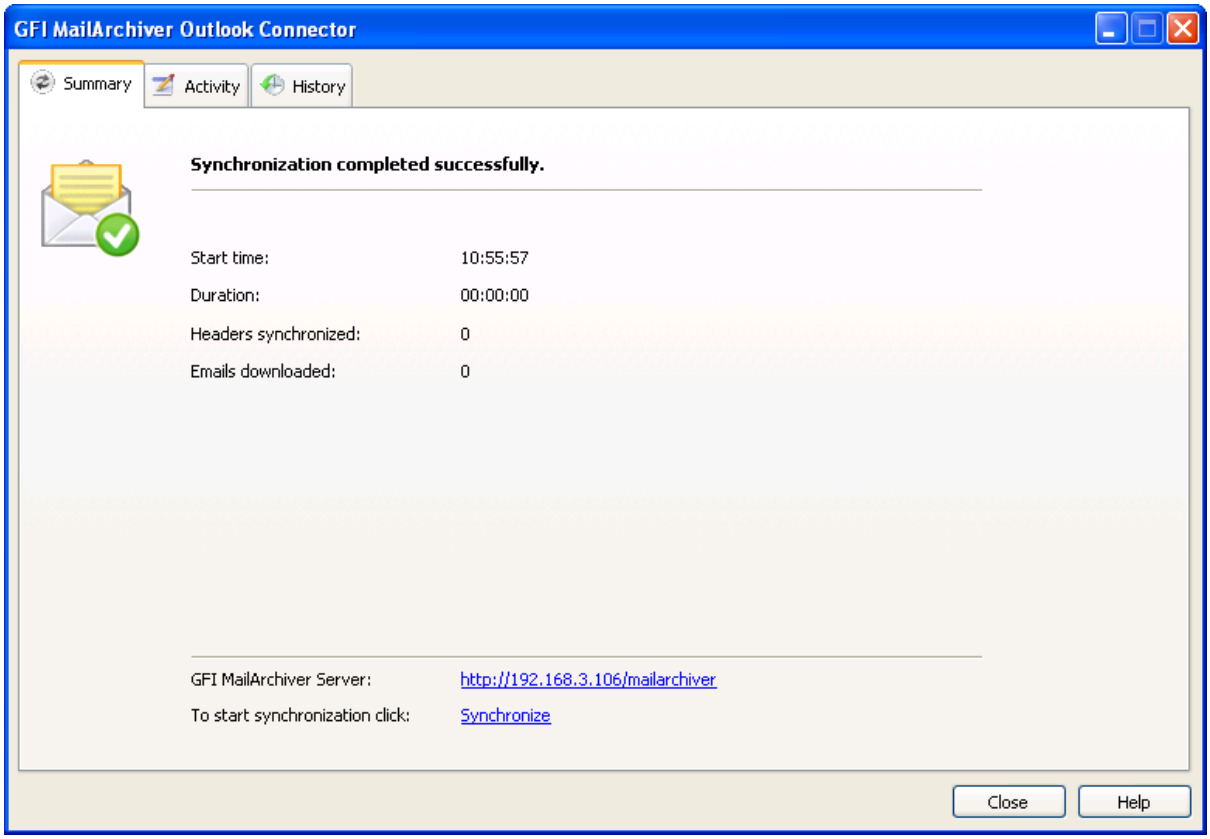
The synchronization process consists of three stages, during which GFI MailArchiver Outlook Connector:

Stage 1: Connects - connects with the GFI MailArchiver server using the URL provided in the Settings dialog.

Stage 2: Synchronizes email headers – downloads the email headers to a local database.

Stage 3: Downloads emails - downloads the emails for offline access.

Further details about each synchronization process is displayed in the **Activity** tab.



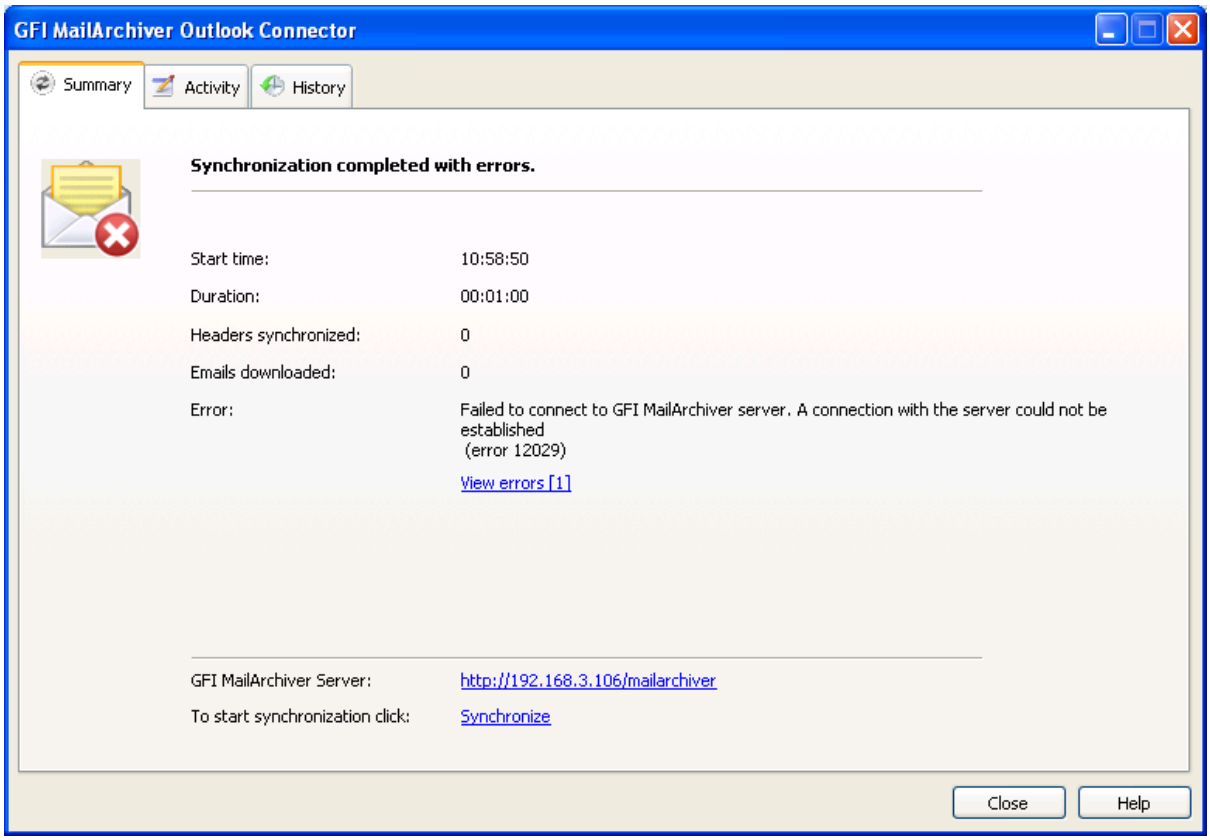
Screenshot 7 – Synchronization Summary

When synchronization is complete, a summary is displayed, showing the:

- **Start Time:** The time when synchronization was started.
- **Duration:** The time taken for synchronization to complete.
- **Headers synchronized:** The number of headers which were downloaded locally.
- **Emails downloaded:** The number of whole emails downloaded locally for offline access.

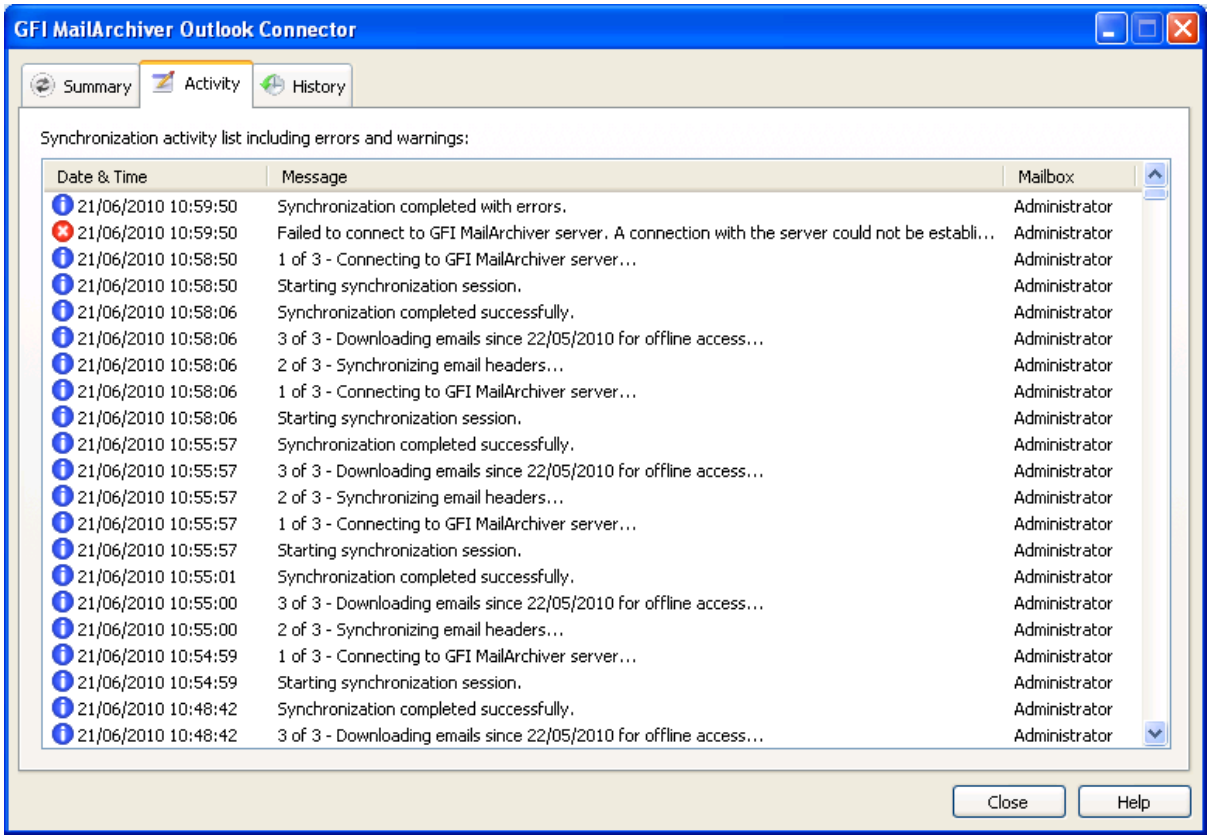
Synchronization Errors

GFI MailArchiver Outlook Connector may not be able to synchronize correctly with the GFI MailArchiver server due to various reasons.



Screenshot 8 – Synchronization Error

When an error occurs, review the error details within the Summary or click **View errors** to launch the Activity tab.


GFI MailArchiver Outlook Connector
Summary
Activity
History
Synchronization activity list including errors and warnings:
Date & Time
Message
Mailbox
21/06/2010 10:59:50 Synchronization completed with errors. Administrator
21/06/2010 10:59:50 Failed to connect to GFI MailArchiver server. A connection with the server could not be establi... Administrator
21/06/2010 10:58:50 1 of 3 - Connecting to GFI MailArchiver server... Administrator
21/06/2010 10:58:50 Starting synchronization session. Administrator
21/06/2010 10:58:06 Synchronization completed successfully. Administrator
21/06/2010 10:58:06 3 of 3 - Downloading emails since 22/05/2010 for offline access... Administrator
21/06/2010 10:58:06 2 of 3 - Synchronizing email headers... Administrator
21/06/2010 10:58:06 1 of 3 - Connecting to GFI MailArchiver server... Administrator
21/06/2010 10:58:06 Starting synchronization session. Administrator
21/06/2010 10:55:57 Synchronization completed successfully. Administrator
21/06/2010 10:55:57 3 of 3 - Downloading emails since 22/05/2010 for offline access... Administrator
21/06/2010 10:55:57 2 of 3 - Synchronizing email headers... Administrator
21/06/2010 10:55:57 1 of 3 - Connecting to GFI MailArchiver server... Administrator
21/06/2010 10:55:57 Starting synchronization session. Administrator
21/06/2010 10:55:01 Synchronization completed successfully. Administrator
21/06/2010 10:55:00 3 of 3 - Downloading emails since 22/05/2010 for offline access... Administrator
21/06/2010 10:55:00 2 of 3 - Synchronizing email headers... Administrator
21/06/2010 10:54:59 1 of 3 - Connecting to GFI MailArchiver server... Administrator
21/06/2010 10:54:59 Starting synchronization session. Administrator
21/06/2010 10:48:42 Synchronization completed successfully. Administrator
21/06/2010 10:48:42 3 of 3 - Downloading emails since 22/05/2010 for offline access... Administrator
Close
Help

Screenshot 9 – Synchronization Activity List

By default, the last 1000 synchronization activity events are recorded. To modify the number of synchronization activity events shown:

1. Close Microsoft Outlook and navigate to:

» Microsoft Windows XP and earlier:

<C:\Documents and Settings\<user>\Local Settings\Application Data\GFI\MailArchiver 6\>

» Microsoft Windows Vista and later:

<C:\Users\<user>\AppData\Local\GFI\MailArchiver 6\>

2. Open GeneralSettings.xml file using a text editor.

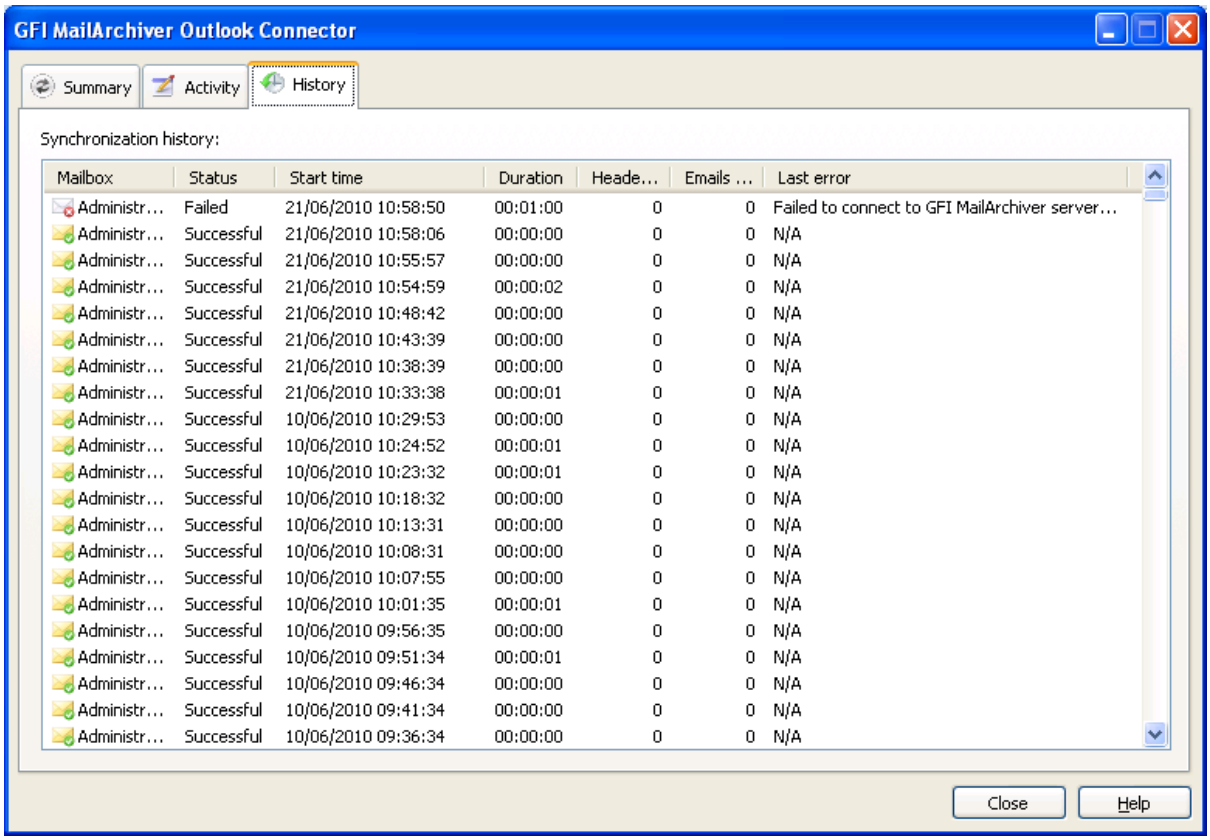
3. Locate the MaxNumberOfErrors element and change the value from 1000 (default) to the desired number.

4. Save and close GeneralSettings.xml.

5. Open Microsoft Outlook to apply changes.

Synchronization History

To monitor the history of all synchronization processes click the GFI MailArchiver toolbar, choose **View Status** and select the **History** tab.


GFI MailArchiver Outlook Connector
Summary
Activity
History
Synchronization history:
Mailbox | Status | Start time | Duration | Heade... | Emails ... | Last error
Administr... | Failed | 21/06/2010 10:58:50 | 00:01:00 | 0 | 0 | Failed to connect to GFI MailArchiver server...
Administr... | Successful | 21/06/2010 10:58:06 | 00:00:00 | 0 | 0 | N/A
Administr... | Successful | 21/06/2010 10:55:57 | 00:00:00 | 0 | 0 | N/A
Administr... | Successful | 21/06/2010 10:54:59 | 00:00:02 | 0 | 0 | N/A
Administr... | Successful | 21/06/2010 10:48:42 | 00:00:00 | 0 | 0 | N/A
Administr... | Successful | 21/06/2010 10:43:39 | 00:00:00 | 0 | 0 | N/A
Administr... | Successful | 21/06/2010 10:38:39 | 00:00:00 | 0 | 0 | N/A
Administr... | Successful | 21/06/2010 10:33:38 | 00:00:01 | 0 | 0 | N/A
Administr... | Successful | 10/06/2010 10:29:53 | 00:00:00 | 0 | 0 | N/A
Administr... | Successful | 10/06/2010 10:24:52 | 00:00:01 | 0 | 0 | N/A
Administr... | Successful | 10/06/2010 10:23:32 | 00:00:01 | 0 | 0 | N/A
Administr... | Successful | 10/06/2010 10:18:32 | 00:00:00 | 0 | 0 | N/A
Administr... | Successful | 10/06/2010 10:13:31 | 00:00:00 | 0 | 0 | N/A
Administr... | Successful | 10/06/2010 10:08:31 | 00:00:00 | 0 | 0 | N/A
Administr... | Successful | 10/06/2010 10:07:55 | 00:00:00 | 0 | 0 | N/A
Administr... | Successful | 10/06/2010 10:01:35 | 00:00:01 | 0 | 0 | N/A
Administr... | Successful | 10/06/2010 09:56:35 | 00:00:00 | 0 | 0 | N/A
Administr... | Successful | 10/06/2010 09:51:34 | 00:00:01 | 0 | 0 | N/A
Administr... | Successful | 10/06/2010 09:46:34 | 00:00:00 | 0 | 0 | N/A
Administr... | Successful | 10/06/2010 09:41:34 | 00:00:00 | 0 | 0 | N/A
Administr... | Successful | 10/06/2010 09:36:34 | 00:00:00 | 0 | 0 | N/A
Close
Help

Screenshot 10 – Synchronization History

The details of all synchronization attempts are listed. By default, the last 1000 synchronization attempts are recorded. To modify the number of synchronization attempts shown:

1. Close Microsoft Outlook and navigate to:

» Microsoft Windows XP and earlier:

<c:\Documents and Settings\<user>\Local Settings\Application Data\GFI\MailArchiver 6\>

» Microsoft Windows Vista and later:

<c:\Users\<user>\AppData\Local\GFI\MailArchiver 6\>

2. Open GeneralSettings.xml using a text editor.

3. Locate the MaxNumberofSyncHistory element and change the value from 1000 (default) to the desired number.

4. Save and close GeneralSettings.xml.

3.4 Working Offline

When working offline all features of GFI MailArchiver Outlook Connector are available but synchronization with the GFI MailArchiver mail archives is suspended. This feature can be used to reduce network bandwidth usage or when access to GFI MailArchiver is not available.

To put GFI MailArchiver Outlook Connector in offline mode:

» Microsoft Office 2000/3/7: Click the GFI MailArchiver toolbar and select **Work Offline**. Repeat the procedure to restart synchronization.

» Microsoft Outlook 2010: Click **Work Offline** from the GFI MailArchiver tab in the Microsoft Outlook Home tab.

4 Configuring the GFI MailArchiver Outlook Connector

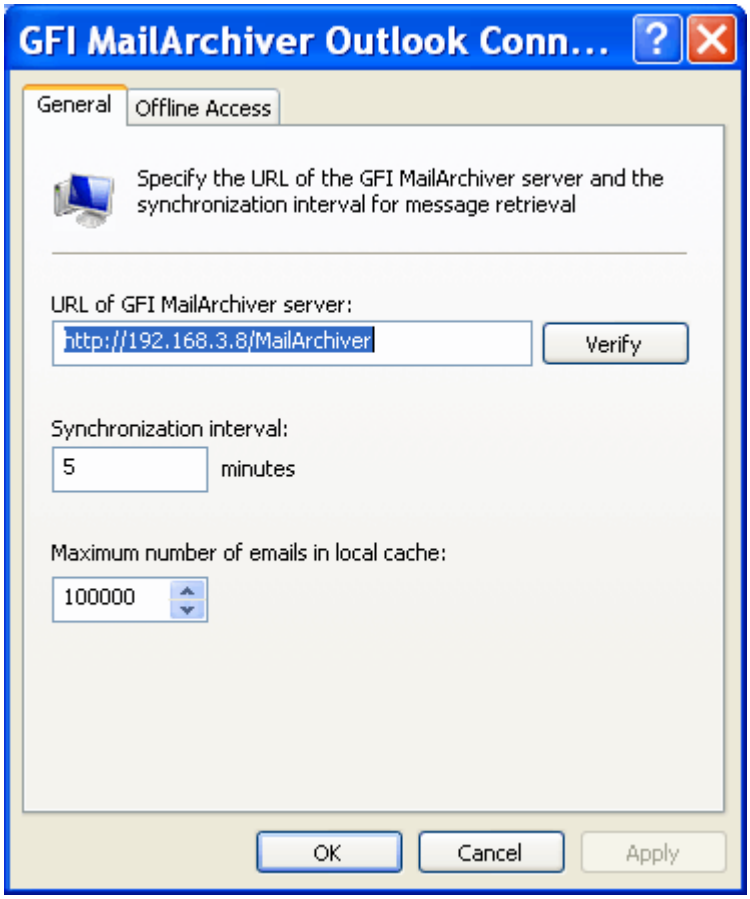
When GFI MailArchiver Outlook Connector is installed on the user's machine, default settings are sufficient for the Outlook Connector to operate. However, various settings can be customized to suite the user's preferences.

4.1 Synchronization Settings

To access the GFI MailArchiver Outlook Connector settings launch Microsoft Outlook and

» Microsoft Outlook 2000/3/7: From the Microsoft Outlook menu, click **GFI MailArchiver** and select **Settings**.

» Microsoft Outlook 2010: From the GFI MailArchiver area in the **Home** tab, select **Options ▸ Settings...**



Screenshot 11 – The Advanced Properties dialog

4.1.1 Change GFI MailArchiver Server URL

Consult with your system administrator prior to changing the GFI MailArchiver URL.

1. In the advanced properties dialog of the GFI MailArchiver Mailbox, type the new URL of the GFI MailArchiver server in the **URL of GFI MailArchiver server:** text box.

2. Click **Verify** to confirm if the specified URL is the correct GFI MailArchiver server URL. If the verification is not successful, consult with your system administrator to specify the correct URL.

4.1.2 Customize the Synchronization Interval

In the advanced properties dialog of the GFI MailArchiver Mailbox, specify the time interval to synchronize with GFI MailArchiver server in the **Synchronization interval:** text box. By default, GFI MailArchiver Outlook Connector synchronizes with the server every 5 minutes.

4.1.3 Maximum Number of Emails in Local Cache

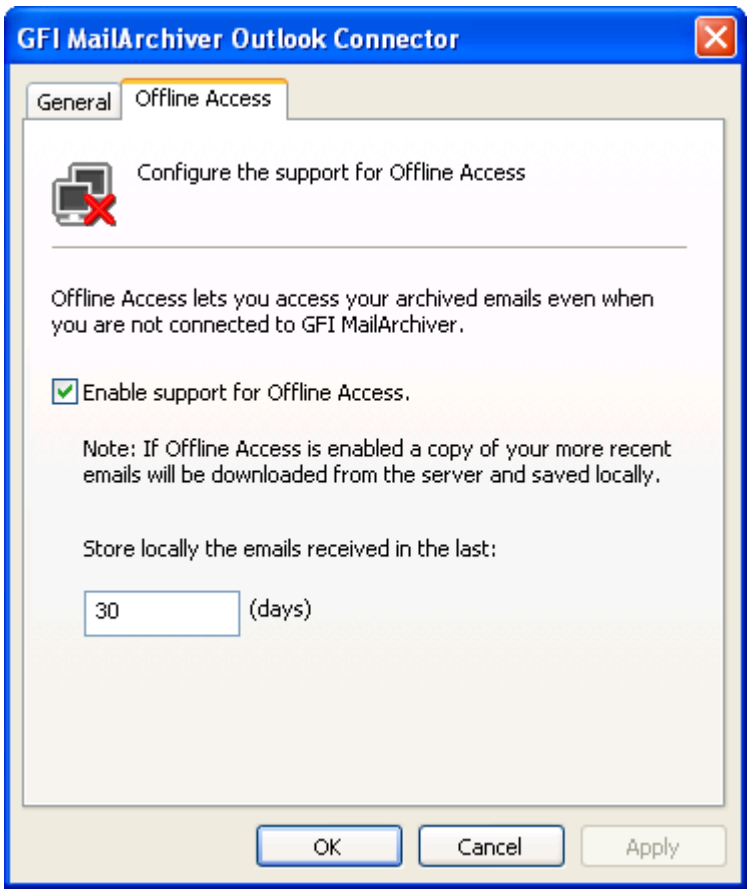
In the advanced properties dialog of the GFI MailArchiver Mailbox specify the number of email headers to store in the user's local cache. By default the number of email headers stored is 100,000, but this can be changed by typing a new value in **Maximum number of emails in local cache**. When the number of emails specified here is exceeded, the oldest email headers stored are removed and replaced with the most recent emails.

4.1.4 Offline Access

GFI MailArchiver Outlook Connector enables users to access emails even when there is no connection to the GFI MailArchiver server.

To configure Offline Access settings:

1. Launch the GFI MailArchiver Outlook Connector properties window and select the **Offline Access** tab.


GFI MailArchiver Outlook Connector
General
Offline Access
Configure the support for Offline Access
Offline Access lets you access your archived emails even when you are not connected to GFI MailArchiver.
Enable support for Offline Access.
Note: If Offline Access is enabled a copy of your more recent emails will be downloaded from the server and saved locally.
Store locally the emails received in the last:
30
(days)
OK
Cancel
Apply

Screenshot 12 – Configuring Offline Access

2. To enable/disable Offline Access select/deselect the **Enable support for Offline Access** checkbox.

3. If Offline Access is enabled, specify the number of days that you want to store the emails received locally in the **Store locally the emails received in the last:** text box. When emails become older than the number of days specified they are deleted from memory. Only email headers are kept for retrieval.

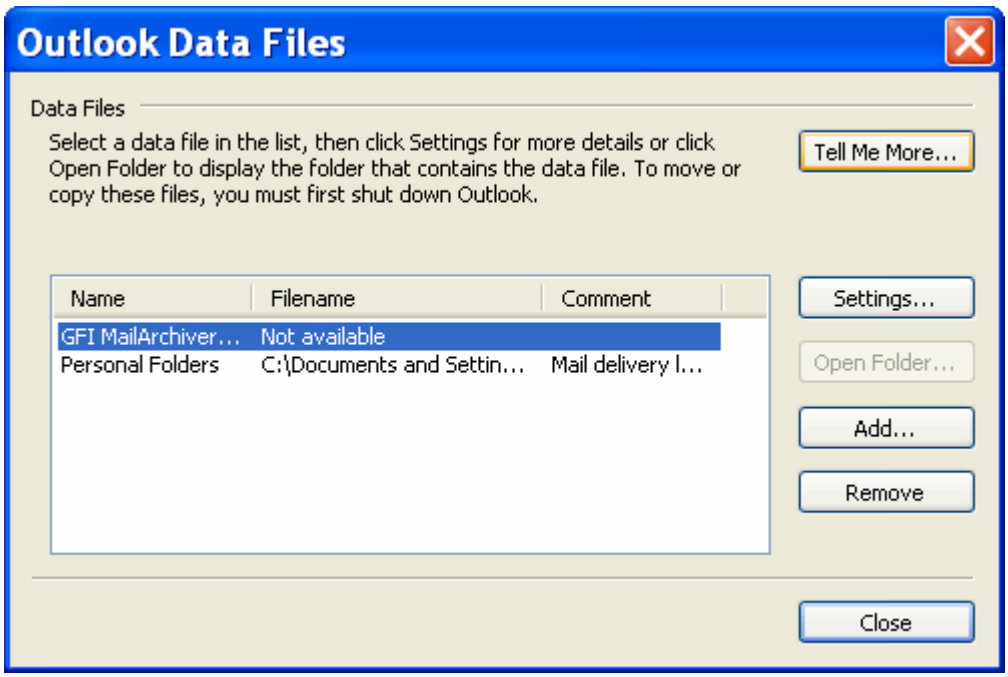
4.2 Adding a New Mailbox

By default GFI MailArchiver connects only to one mailbox using the credentials specified during installation. To configure GFI MailArchiver Outlook Connector to connect with more than one mailbox:

1. Load Microsoft Outlook data file management screen:

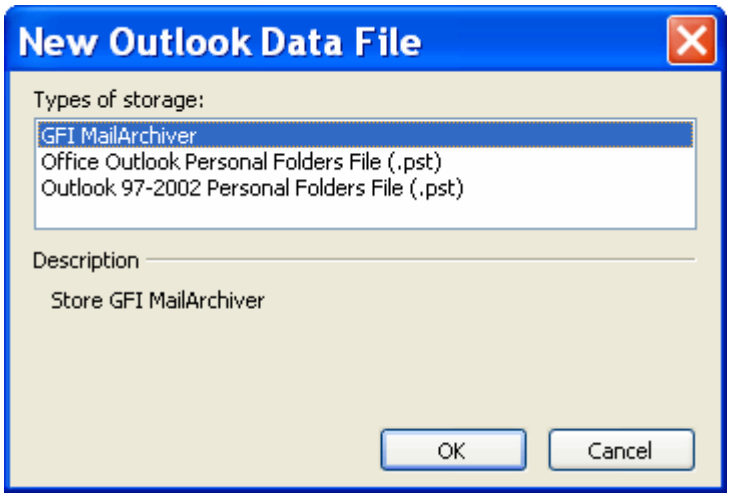
» Microsoft Outlook 2000/3/7: Navigate to **File ▶Data File Management**.

» Microsoft Outlook 2010: Click **File** tab, select **Account Settings** button and click **Account Settings...** option. Select **Data Files** tab.



Screenshot 13 – Adding a new mailbox

2. From the dialog/tab, select **GFI MailArchiver Mailbox** and click **Add...**.



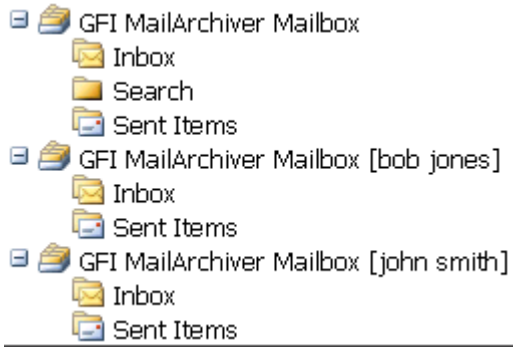
Screenshot 14 – Selecting the type of storage

3. Select **GFI MailArchiver** and click **OK**. A dialog will appear with the list of user mailboxes to which the connected user has access to.

Screenshot 15 – Selecting the user/s

4. Select the mailbox to add and click OK. The new mailboxes will be added in the Microsoft Outlook Folder List.

If the user does not have access to the mailboxes, the user list will be empty and an error message will appear.



Screenshot 16 – Added Mailboxes

4.3 Database Settings

GFI MailArchiver Outlook Connector stores the following data in a local database:

» Email headers of all emails within the GFI MailArchiver mail archives

» Emails which are accessible when there is no connection between GFI MailArchiver and Microsoft Outlook (Offline Access).

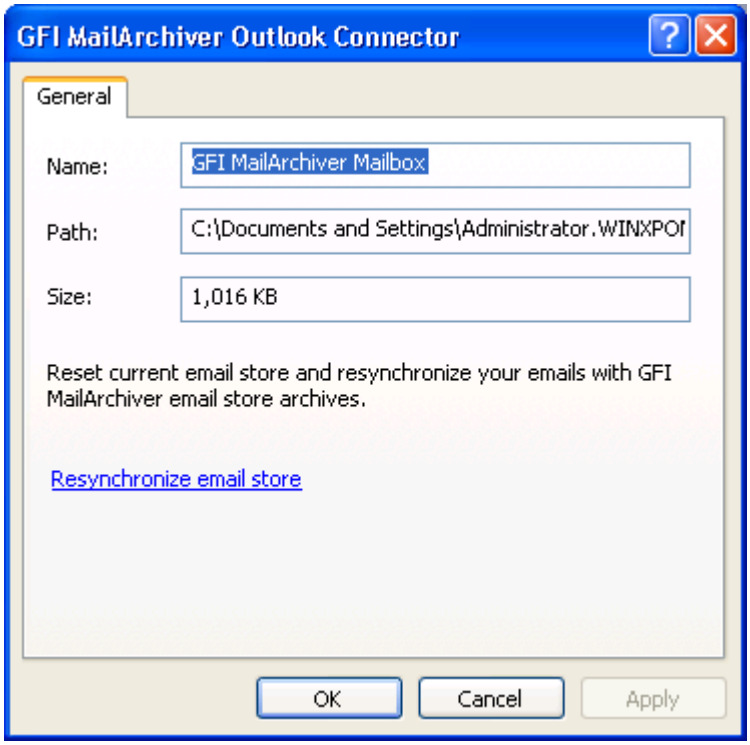
To access these database settings:

1. From the Microsoft Outlook mail folders, right-click the GFI MailArchiver mailbox to configure and select:

» Microsoft Outlook 2000/3/7: **Properties for "GFI MailArchiver Mailbox"...**

» Microsoft Outlook 2010: **Data File Properties**

2. From the properties dialog, click **Advanced**.



Screenshot 17 – Database settings

The mailbox name, database path and database size are displayed in the GFI MailArchiver Outlook Connector dialog.

Click **Resynchronize email store** to delete the locally stored database and resynchronize all data for that particular mailbox when Microsoft Outlook is restarted.

4.4 Enabling/Disabling the GFI MailArchiver Outlook Connector

The functionality of GFI MailArchiver Outlook Connector can be disabled so that no features are available:

To disable or enable GFI MailArchiver Outlook Connector

1. Navigate to **Start ►Programs ►GFI MailArchiver Outlook Connector** and select **Enable Outlook Connector** or **Disable Outlook Connector**.

2. Restart Microsoft Outlook to enable or disable GFI MailArchiver Outlook Connector.

4.5 Language Settings

By default, the GFI MailArchiver Outlook Connector search node is set to load in English. To change the search feature language:

1. In Microsoft Internet Explorer load the following URL

```
http://<hostname>/<GFI MailArchiver virtual folder name>
```

For example:

```
http://win2k3entsvr.master-domain.com/MailArchiver
```

2. Key in your credentials (username and password used to login to Microsoft Windows) when prompted.

3. Click the user name displayed on the upper right hand corner of the screen.

4. From the **Language options** drop down box, select the language to display.

5. Click **Save**.

GFI MailArchiver will reload the web interface in the selected language.

5 Troubleshooting

5.1 Introduction

The troubleshooting chapter explains how you should go about resolving any software issues that you might encounter. The main sources of information available to users are:

- The manual – most issues can be solved by reading this manual.
- GFI Knowledge Base articles accessible from the GFI website
- Web forum
- Contacting GFI Technical Support

5.2 Outlook Connector Issues

ISSUE ENCOUNTERED	SOLUTION
GFI MailArchiver Outlook Connector shows a warning sign in Microsoft Outlook right after installation	**Cause:** This behavior is normal. Once you install the GFI MailArchiver Outlook Connector, it would need to synchronize the emails with GFI MailArchiver.
GFI MailArchiver Outlook Connector synchronizes and keeps only the last 365 days worth of emails.	**Cause:** By default GFI MailArchiver Outlook Connector only synchronizes and keeps the last 365 days worth of emails. **Solution:** Default behavior can be modified by changing a special key in the GeneralSettings.xml configuration file: 1. Close Microsoft Outlook, navigate to: » Microsoft Windows XP and earlier: <c:\Documents and Settings\user\Local Settings\Application Data\GFI\MailArchiver 6\> » Microsoft Windows Vista: <c:\Users\userA\AppData\Local\GFI\MailArchiver 6\> 2. Open GeneralSettings.xml file using a text editor. 3. Locate the SynchronizeDaysSpan element and change the value from 365 (default) to the number of days worth of emails to see in the Outlook Connector. Example: To view the last 5 years worth of emails set the line as: <SynchronizeDaysSpan>1826</SynchronizeDaysSpan> 4. Save and close the GeneralSettings.xml file. 5. Delete the local cache from the same directory. This is normally a long number with FDB extension. If you are not sure which one to delete, open the StoreSettings.xml and locate the Store ID attributed with the user whose cache you want to affect. 6 Open Microsoft Outlook and synchronize GFI MailArchiver Outlook Connector with GFI MailArchiver to enable changes.
GFI MailArchiver search page does not appear in the Search folder in Microsoft Outlook	**Cause:** In Microsoft Outlook, the home page setting is disabled for non-default stores. The GFI MailArchiver Mailbox is a non-default store, and is therefore affected by this policy. **Solution:** Refer to the KBase below for more details on how to solve this issue: http://kbase.gfi.com/showarticle.asp?id=KBID003452
One of the following issues is encountered: » Cannot enable Offline Access from the settings dialog » Cannot set the number of days for Offline Access greater than a particular number	**Possible cause** The offline access settings are automatically configured by the system administrator or the feature is disabled by the system administrator. **Possible solution** Consult these issues with your system administrator.

ISSUE ENCOUNTERED	SOLUTION
GFI MailArchiver Outlook Connector is not synchronizing with GFI MailArchiver.	**Cause 1:** No connection between the client machine and the GFI MailArchiver server. **Solution 1:** Check with your system administrator to confirm the URL of GFI MailArchiver. This can be modified from the GFI MailArchiver Outlook Connector settings dialog. **Cause 2:** GFI MailArchiver Outlook Connector is disabled **Solution 2:** Enable GFI MailArchiver Outlook Connector from **Start ► Programs ► GFI MailArchiver Outlook Connector ► Enable Outlook Connector** and restart Microsoft Outlook.
GFI MailArchiver Outlook Connector stops synchronizing when laptop power supply is switched to battery.	**Cause:** By default GFI MailArchiver Outlook Connector stops synchronizing when the power supply of a laptop is switched to battery to reduce battery power consumption. **Solution:** To synchronize GFI MailArchiver Outlook Connector when utilizing the battery as a power source: 1. Navigate to: » Microsoft Windows XP and earlier: <c:\Documents and Settings\user\Local Settings\Application Data\GFI\MailArchiver6\> » Microsoft Windows Vista: <c:\Users\userA\AppData\Local\GFI\MailArchiver6\> 2. Open GeneralSettings.xml using a text editor. 3. In the list of elements, add a new element called IgnorePowerStatus and assign a value of 1, as follows: <IgnorePowerStatus>1</IgnorePowerStatus> 4. Save and close GeneralSettings.xml.
Synchronization errors: HTTP Errors	**Possible cause:** HTTP errors are due to network configuration issues. **Possible solution:** For more information refer to: http://support.microsoft.com/kb/324069 http://msdn.microsoft.com/en-us/library/ms524996.aspx http://support.microsoft.com/kb/907273
Synchronization errors: HTTP Error 500	**Possible cause:** The GFI MailArchiver server is busy or inaccessible. **Possible solution:** Resynchronize the Outlook Connector within a few minutes.

ISSUE ENCOUNTERED	SOLUTION
Synchronization errors: GFI MailArchiver connection timeout	**Possible cause:** The GFI MailArchiver server is busy and failed to send the required data in a specified time interval. **Possible solution:** To increase the timeout value: 1. Navigate to: » Microsoft Windows XP and earlier: <c:\Documents and Settings\user\Local Settings\Application Data\GFI\MailArchiver6\> » Microsoft Windows Vista: <c:\Users\userA\AppData\Local\GFI\MailArchiver6\> 2. Open GeneralSettings.xml using a text editor. 3. Locate the TryConnectionTimeout element and increase the default value of 120000. 4. Save and close GeneralSettings.xml.

5.3 Knowledge Base

GFI maintains a Knowledge Base, which includes answers to the most common problems. If you have a problem, please consult the Knowledge Base first. The Knowledge Base always has the most up-to-date listing of technical support questions and patches. To access the Knowledge Base, visit http://kbase.gfi.com/.

5.4 Web Forum

User to user technical support is available via the web forum. The forum can be found at: http://forums.gfi.com/.

5.5 Contact Technical Support

If you have referred to this manual and our Knowledge Base articles, and you still cannot solve issues with the software, contact the GFI Technical Support team by filling in an online support request form or by phone.

» **Online:** Fill out the support request form on: http://support.gfi.com/supportrequestform.asp. Follow the instructions on this page closely to submit your support request.

» **Phone:** To obtain the correct technical support phone number for your region please visit: http://www.gfi.com/company/contact.htm.

Before you contact our Technical Support team, please have your Customer ID available. Your Customer ID is the online account number that is assigned to you when you first register your license keys in our Customer Area at: http://customers.gfi.com.

We will answer your query within 24 hours or less, depending on your time zone.

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